

Consumer Sentinel Complaint Statistics and Trends for Utah

January 1 - December 31, 2001

Total Number of Fraud and Identity Theft Complaints from Utah Consumers = 1226



Fraud Complaints from Utah Consumers = 804

Top Fraud Complaint Categories for Utah Consumers

Rank	Top Categories	Complaints	Percentage*
1	Internet Auctions	141	18%
2	Business Opps and Work-at-Home Plans	86	11%
3	Internet Services and Computer Complaints	81	10%
4	Shop-at-Home/Catalog Sales	72	9%
5	Prizes/Sweepstakes and Lotteries	69	9%

Top Fraud Complaint Categories Against Utah Companies

Rank	Top Categories	Complaints	Percentage*
1	Business Opps and Work-at-Home Plans	186	30%
2	Internet Services and Computer Complaints	139	22%
3	Shop-at-Home/Catalog Sales	76	12%
4	Internet Auctions	71	11%
5	Advance-Fee Loans and Credit Protection/Repair	18	3%

Amount Paid Reported by Utah Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid Reported**
804	\$830,117	610	76%	\$1,361

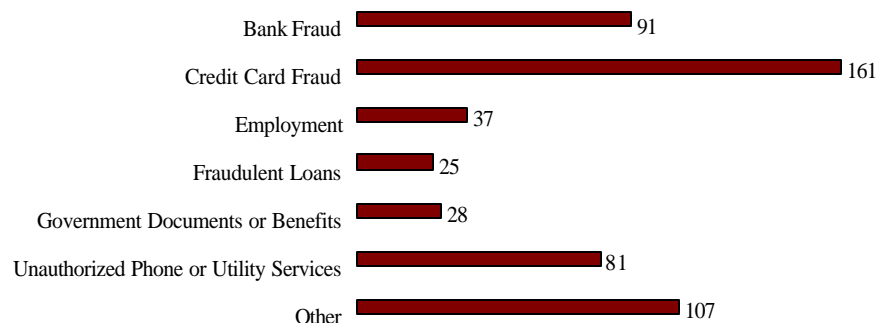
*Percentage is based upon the total number of fraud complaints from Utah consumers and the total number of fraud complaints against Utah companies, respectively.

**Average amount paid is based upon the total number of fraud complaints where amount paid was reported by Utah consumers.



Identity Theft Victims in Utah = 422

Complaints by Identity Theft Type¹



¹ Note: Many identity theft victims experience more than one type of identity theft. These figures represent the number of identity theft complaints by type, NOT the number of identity theft victims.

Top Identity Theft Victim Locations

Victim City	No. of Complaints
Salt Lake City	99
West Valley City	21
Provo	20
West Jordan	19
Sandy	17